



## COUNTY OF LOS ANGELES DEPARTMENT OF HUMAN RESOURCES

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**MICHAEL J. HENRY**  
DIRECTOR OF PERSONNEL

June 1, 2007

To: Each Supervisor

From: Michael J. Henry  
Director of Personnel  
*David E. Janssen*  
David E. Janssen  
Chief Administrative Officer

Subject: **JOB OPPORTUNITIES WEBSITE AND HIRING PROCESS**

On May 1, 2007, your Board instructed the Chief Administrative Officer and the Director of Personnel to:

- Report back to the Board on a plan to increase the accessibility and effectiveness of the Job Opportunities search website within 30 days; and
- Develop a plan for streamlined job application, review and selection process and report back in 60 days.

The second requirement will be addressed in a subsequent report. This report addresses the first directive by specifically addressing the following:

1. The Job Opportunities web link is not clearly labeled on the LA County homepage.
2. Individual job bulletins on the site still refer to only submitting paper, rather than electronic applications.
3. All individual job bulletins do not have active links to the LA County Job Application.
4. The web link to the Job Application is not clearly labeled/accessible on the DHR website.

5. Applicants do not receive immediate confirmation of whether their application has been received.
6. Applicants cannot search by amount of experience required or other fields for each job bulletin.

The Director of Personnel has developed a plan to address the six items listed above. These items can be addressed through the use of internal staff and existing technology. The estimated timeline to complete the first five enhancements is 60 days and 120 days to complete the sixth item. There is no cost to complete four of the six enhancements as they are covered under existing budgeted maintenance agreements. The estimated cost to complete items number 3 and 6 is \$18,540. This additional cost will be billable to County departments.

Below are future enhancements to increase the accessibility and effectiveness of the Job Opportunities search website along with a discussion of the enhancements that have already been completed per your Board's request.

- **Job Opportunities Web Link Labeled on the LA County Homepage**

The Department of Human Resources (DHR) staff has met with the Internal Services Department (ISD) staff to display the job opportunities link on the County's homepage in a more prominent location. The change was implemented on May 23, 2007. The link now appears near the "Board of Supervisors" bar on the left side of the webpage and is the first item appearing on the "Links" section of the webpage.

- **County Job Bulletins Website Application Process**

The Career Opportunities website language will be modified to clarify the application process and encourage candidates to apply online by outlining the following benefits: (a) complete one application for many jobs, (b) the ability to return at a later date and submit an application for a new opening, and (c) receive instant notification that the application has been received. To ensure that more job bulletins include electronic application language, DHR will develop a memorandum to encourage Departments to inform applicants to file online. These activities will be completed within 45 days at no additional cost.

- **Job Bulletins Active Links to LA County Job Application**

Bulletins will be created in HTML to provide an immediate hyperlink to the online or paper application. DHR and ISD staff will modify the Job Opportunities website to have the candidates select the examination job title instead of the exam number. Clicking the job title will direct the candidate to the bulletin that contains the embedded links to the online application and other required documents (e.g., a supplemental application). A PDF version will be available to facilitate the printing of the document should the candidate



choose to do so. The timeline to complete these enhancements is 60 days. ISD staff will be involved in this implementation and will complete the work, if approved, at a cost of \$2,060. This additional cost will be absorbed by DHR.

- **Web Link to County Job Application Labeled/Accessible on the DHR Website.**

DHR IT staff will improve the look and location of the link on its website to improve the job seeker's navigation through the Career Opportunities website. DHR's staff will work with focus groups and internal experts to optimize the location and design of the web link and content. For example, the left hand side of the DHR Career Opportunities page will be reconfigured and the labels for each hyperlink will be modified to contain clear language. Similarly, the text description of "how to apply" contained in a frame to the right of the links on the web page will contain precise instructions and additional links to search for jobs or to apply online. This activity is expected to be completed within 60 days. These enhancements will be completed by DHR IT staff within the existing maintenance budget.

- **Immediate County Application Confirmation**

The current online application process provides a confirmatory notification that the candidate's application has been received. However, candidates must provide their e-mail address to receive an online confirmation. The Department of Human Resources will try to improve the County's application confirmation process by increasing the number of job postings that are available online and informing candidates that a confirmatory notification is provided.

- **Job Search Field for each Job Bulletin**

DHR will conduct focus group meetings to identify the most meaningful and most frequently used job search fields. Many job search engines such as Monster.com and Careerbuilder.com have advanced search fields such as degree held and experience. Once the appropriate fields are identified, DHR staff will add the data fields created in the Job Bulletin System. ISD staff will modify the existing job search functionality and Job Bulletin System to include additional fields. The timeline to complete this activity is approximately 120 days at a cost of \$16,540.

It should be noted that many of these job search features are currently contained within the Talent Management component of the new e-HR solution approved by the Board in May 2007. This Talent Management system, designed for roll out in March 2008, will provide a more elegant interface and more robust search capability than the existing County developed system. For example, candidates will be able to copy a resume into the Talent Management database and the search engine will use an algorithm to match the candidate's stated information with the current open job announcements. This search functionality could retrieve job matches based on a variety of criteria (e.g., degree, type of degree, experience, job duties, etc.).

Each Supervisor

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DHR is committed to improving the website to attract a larger pool of applicants and improve the job seeker's use of the online application system. We believe that the enhancements described above are a step in that direction.

If you have any questions, please contact me or your staff may call Susan Toy Stern, Chief Deputy Director, Department of Human Resources, at (213) 974-2631.

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